



PART 1

ENHANCING THE CLUB EXPERIENCE

Dear Club Presidents

The power of your club lies in your members. By asking them for feedback regularly, you are demonstrating your openness to change and empowering them to help craft an ideal club experience. Use this survey to obtain member feedback about your club. Then use the information to make a plan to ensure that members are enjoying their Rotary club experience.

OUTCOME

Conduct this assessment and act on its results to:

- Identify what your members like and don't like about their club experience
- Develop an action plan that builds on what your members like and discontinues or changes what your members aren't satisfied with

GETTING ORGANIZED

You'll need a dedicated group of members to conduct the member satisfaction survey. It can be your club's membership committee or a few interested, unbiased members. You can either devote time during a club meeting to talking about member satisfaction and taking the survey or hand it out or email it to members and allow them more time to complete it. Alternatively, hold a special meeting devoted to member satisfaction. Make it fun and use some of the time to have members take the survey.

Keep responses confidential when discussing and analyzing them.

GETTING STARTED

Ready to start? Here's how.

Step 1: Introduce the survey (if need be, jointly with the District Membership Comm members)

Discuss why it's important to get feedback from all club members.

Step 2: Distribute the survey

Pass out or email the enclosed Member Satisfaction Survey to members or use an online survey tool. Explain that their responses are confidential and will be used to enhance the club experience for both current and prospective members.

Step 3: Analyze the data

Have your dedicated group review the survey results. Stress the importance of confidentiality and respecting all viewpoints.

Step 4: Present the results

Present and discuss the survey results to the club. Allow time for members to ask questions.

Step 5: Make an action plan

Hold a forum where club members can offer ideas for addressing the survey findings. Develop a member engagement action plan and set a time frame for implementing changes.

Step 6: Take action

The final step is to implement the action plan. Talk to members and involve as many of them as you can in the process so that they are invested in enhancing the club experience.

PART II



Rotary Club Of _____

Membership Satisfaction Survey

As part of District 3310 objectives to enhance and improve the overall Club experience, all Clubs are encouraged to seek input from their members. This survey should only take about 10 minutes and we wish to assure you that your responses will be completely anonymous.

Your input will help enhance the club experience for both current and prospective members. We would very much appreciate your overall comments, if any. Please indicate the same on page five at the end of the survey.

You can only take the survey once. The survey results should be submitted by 20 April March, 2017.

YOUR PROFILE: *

Gender:

M	F
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Age Group:

< 30	31 - 40	41 - 50	51 - 60	61 >
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No of Years in Rotary:

≤ 3	≥ 3 < 5	≥ 5 ≤	->10 < 15	-> 15
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Your Name (*optional*)

Rotary Club of
Membership Satisfaction Survey

This survey focuses on your day-to-day experiences in our Rotary club. Your input is valuable and will be used by all of us to make our club even better. There are no right or wrong answers; we simply ask for your honest opinions. Thank you for taking this survey.

Satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Dissatisfied
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Section 1:

Overall, how satisfied are you with your membership in our Rotary club?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Section 2:

Considering our club's culture, members, and meetings, indicate your agreement with the following statements:

Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree
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Club meetings are a good use of my time

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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My club does a good job involving new members

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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My club's members care about one another

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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There is good harmony amongst the members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
My Club actively seeks to involve all members in projects and activities according to their interest, skills, and availability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The amount of fundraising activities is appropriate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 3:

How would you rate the following aspects of our weekly meetings?

	Excellent	Good	Fair	Poor	Very Poor	N/A
Management of weekly meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length Time for socializing/fellowship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of program/topics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Session on Rotary information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals or refreshments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of speakers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 4:

What are your opinions about our club's service projects?

	Agree	Somewhat agree	Disagree
Total number of service projects are just right	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service projects are well organized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service projects make a difference in our Community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service projects are meaningful to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Member's participation in service projects is good	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 5:

Thinking about communication and responsiveness in our Rotary club, indicate your agreement with the following statements.

Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree
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My club does a good job communicating to members

My club does a good job listening to members

My club seeks input and ideas from members

Section 5:

My club regularly acts upon members' input and ideas

Club website is regularly updated

My club is a vibrant club

Section 6:

Indicate your agreement with the following statements about the **value** of your membership.

Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree
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I feel welcome in my club

I make valuable connections through my club

My club provides opportunities to use my talents and skills

My experience as a member is worth the time I give to Rotary

Section 7:

Indicate your agreement with the following statements about **club engagement**.

	Agree	Somewhat agree	Neither agree nor disagree	Somewhat disagree	Disagree
I invite my friends, family, and colleagues to club events	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I invite qualified prospective members to join my Rotary club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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I frequently participate in my club's activities, projects, and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I'm proud of my Rotary club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section 8:

Thinking about the **costs** associated with club membership, how would you rate the following?

	Too Low	Just right	Too high	Not applicable
Club dues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meals at weekly meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requests for donations for service projects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requests for contributions to The Rotary Foundation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Overall Comments (please indicate section # if necessary):

Comments and Suggestions:

A. How can you make your club more interesting/vibrant:

B. What is the one change you would like to see in your club?

C. The first Object of Rotary describes 'Who We Are' (the development of acquaintance) and 'What We Do' (Opportunity For Service). Does your Club members know their responsibility is to create new Rotarians? If not, what can you do about it?